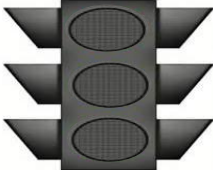
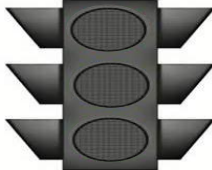
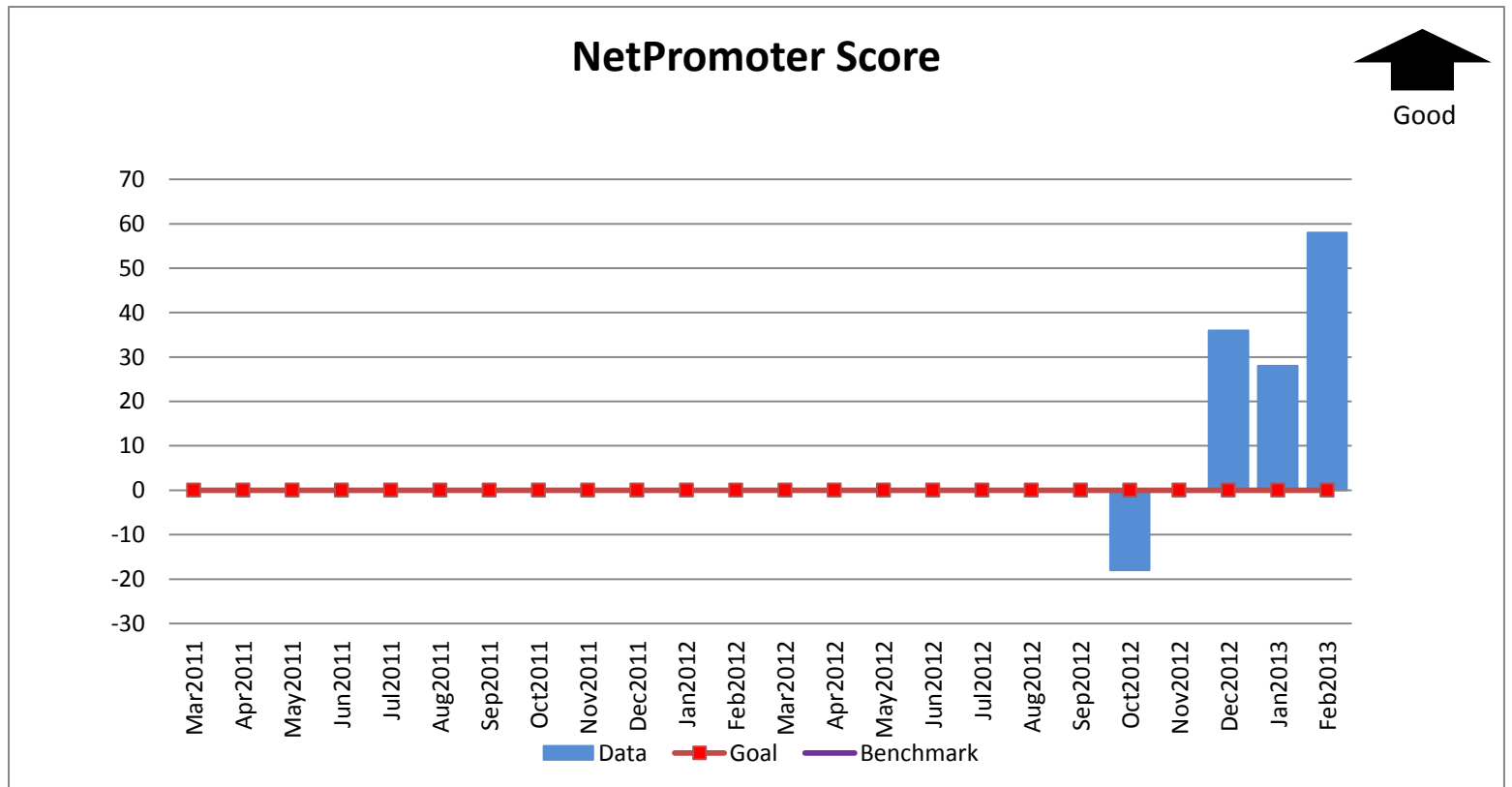


NetPromoter Score

Economic Growth & Innovation

3/21/2013

Measurement method		Why measure?		What is our goal?	
The net score of survey responses sent to clients which asked whether or not clients would refer associates to Economic Growth & Innovation for services		Measures a feedback loop to understand whether a client would refer the services of Economic Growth & Innovation		Increase the NetPromoter Score	
How are we doing?					
Mar2012-Feb2013 Monthly Avg Goal	Mar2012-Feb2013 Monthly Avg		Feb2013 Goal	Feb2013 Actual	
N/A	26		0	58	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	



LOUISVILLE METRO
OFFICE OF
PERFORMANCE
IMPROVEMENT

